

DCS Deskside Support Customer Satisfaction Report

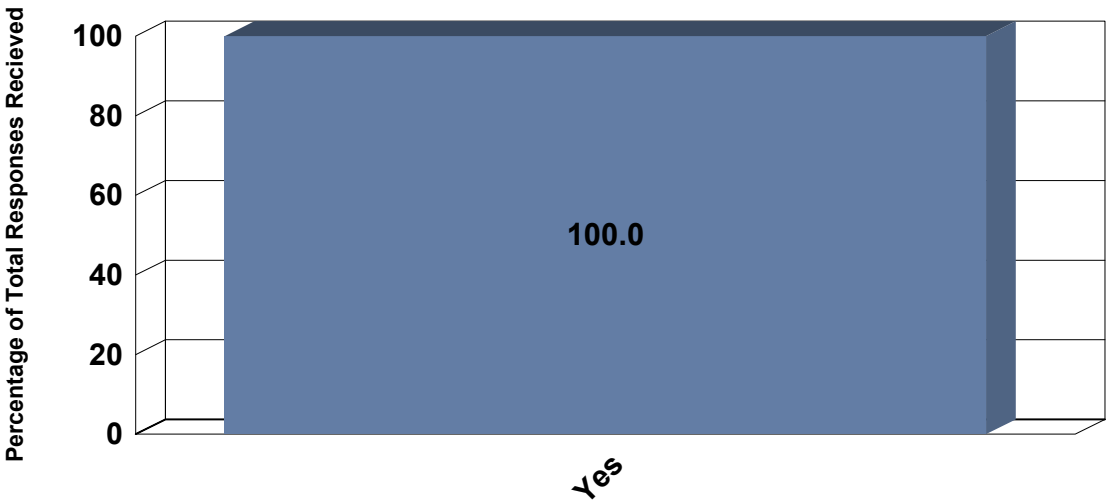
For the Period 7/1/2005 to 9/30/2005

Survey Responses for Tickets Closed by DCS Deskside Support.

Snapshot Date: 10/3/2005

Number of Surveys Sent During Period: 1,563
Number of Surveys Returned: 163
Rate of Return: 10.40 %

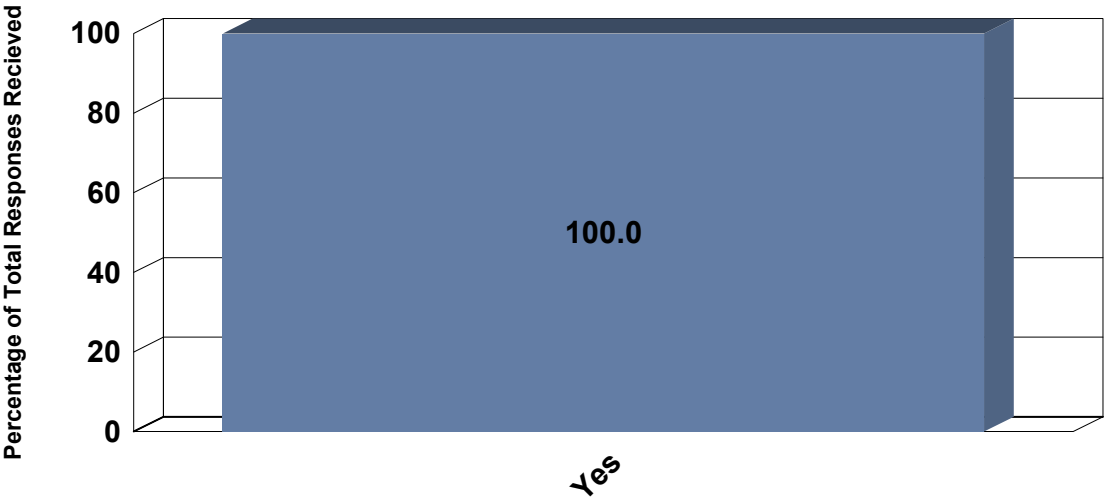
Were the Consultant(s) Courteous?



Service Ticket Number

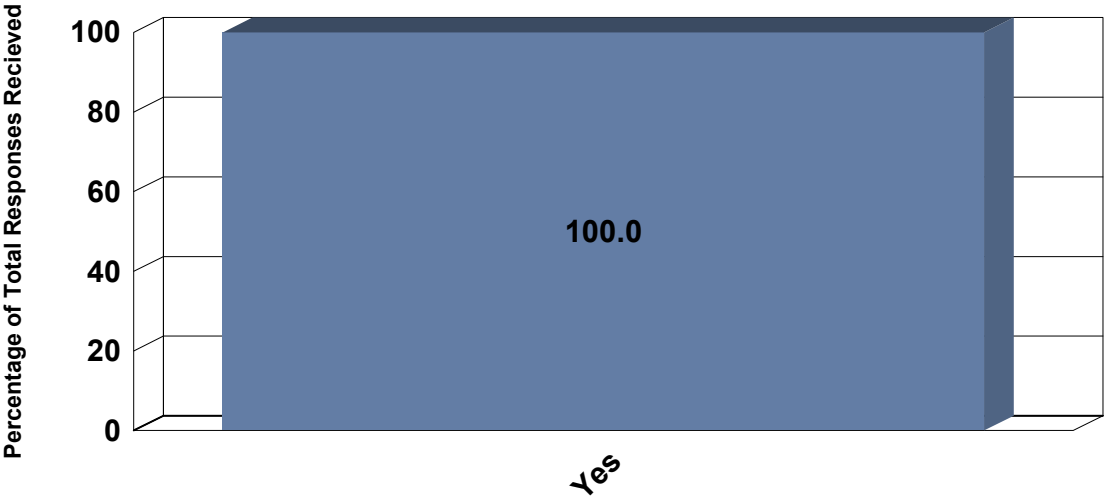
Explanation of Why Consultant(s) Were Not Courteous

Did the Consultant(s) Understand the Problem/Request?



Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
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Was the Problem/Request Resolved in a Timely Manner?



Service Ticket Number	Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?
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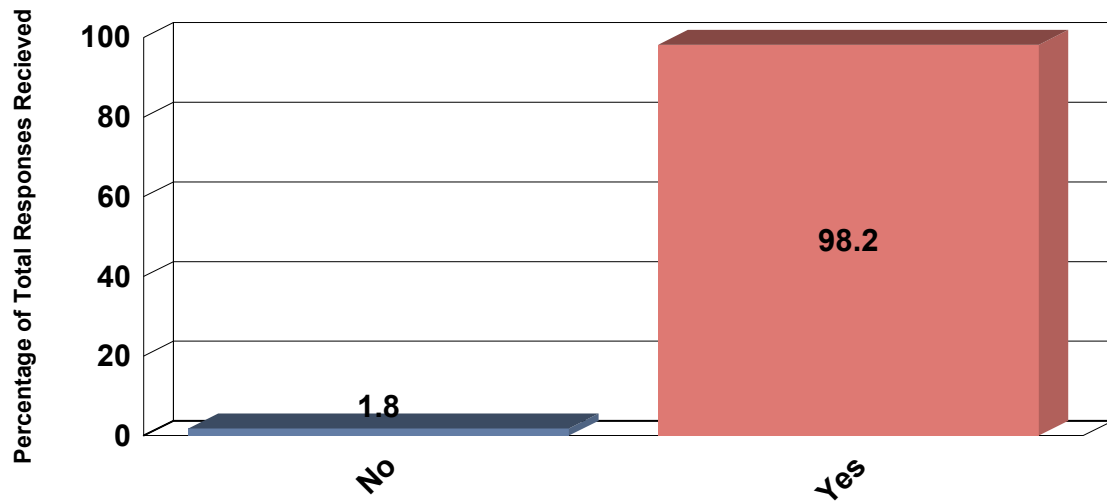
Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?



Service Ticket Number

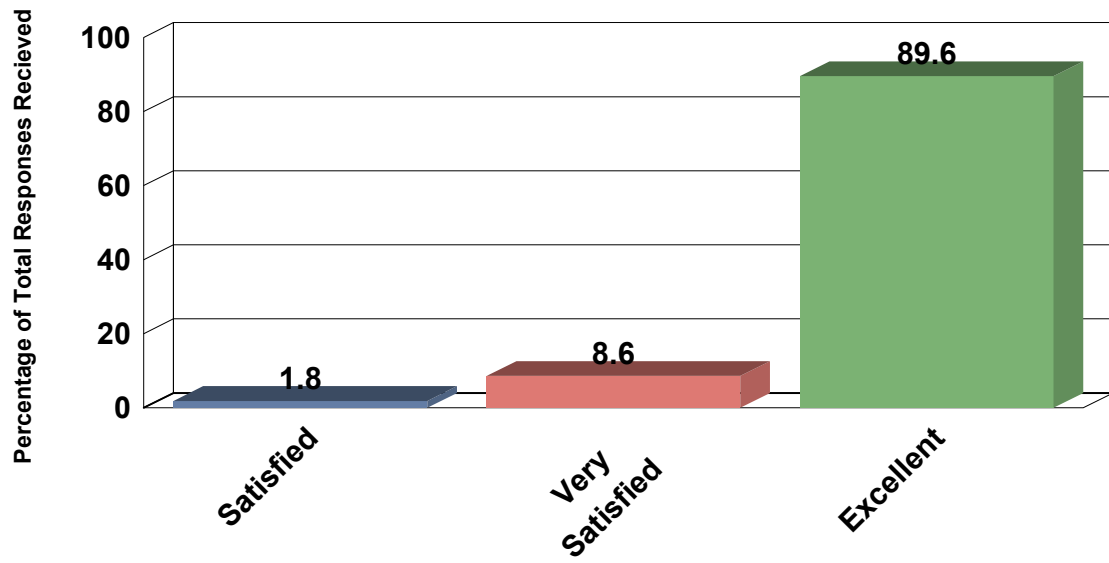
Which Consultant(s) Was Not Effective?

Was the Problem/Request Resolved to Your Satisfaction?



Service Ticket Number	Would You Like to Reopen Your Service Ticket?
ST1647120	No
ST1723362	No
ST1720151	No

How Would You Rate Your Overall Customer Experience?



Service Ticket Number	Comments/Suggestions
ST1727301	As always, excellents Customer Service from Pam Davis!
ST1667791	The other desktop support people need to learn how to do quotes also.
ST1636473	Pam is always fantastic! She's quickly responsive, explains what's going on, and really works with me to come up with the right solution to a problem. This doesn't just refer to the current ticket but is rather a general comment. Thanks!
ST1697112	Karen Botts was very helpful as always in working through the issue, and helped in explaining the ePolicy Monitoring Agent as well as working me through all the neccesary windows updates I needed.
ST1682149	The request was handled in a timely manner. The representative was very professional and explained the process. Thanks.
ST1677078	Pam went above and beyond!
ST1730204	The technician who assisted me was very courteous and professional. Corrected my problem right away.
ST1663455	Pam Davis was wonderful. She performed the task quickly and efficiently so that my day was not interrupted. Just great!
ST1747202	As always Pam resolved the issue very quickly. Thanks.
ST1723376	I truly appreciate the way that you guys come through for us. Thanks
ST1745023	Prompt and efficient as always! Thanks Pam!
ST1694808	We are very lucky to work with Karen.
ST1708506	Excellent and very professional service. Thank you.
ST1755796	Karen Botts was extremely helpful and courteous - thank you!
ST1718433	The installation was quick and effective.
ST1677529	Pam Davis is exceptional!
ST1704603	The support person Michael Klein was very courteous and kept me posted on the progress made on this ticket. Thanks for his help to resolve the issue.

ST1685645	Thanks again for your expertise.
ST1645530	As of Saturday night, I have switched home PCs and no longer use Parachute over the phone line. So, please close out that account. My new PC uses cable and VPN, and that is the only PC I use except for my Fernwood office PC.
ST1686003	Dell sent the Tech out (4) time with the wrong disk for the PC.
ST1716221	EJ did a great job getting my PC set up. Thanks.
ST1665512	Pam Davis continues to provide outstanding support to our group. Many thanks.
ST1673603	Pam was excellent. She made it a point to keep me in the loop as to what the status of the service ticket was in between dealing with her other numerous customers on a busy Monday morning. This helped me manage my time during my downtime a great deal.
ST1641204	DCS Desktop Team does excellent work! They rule!!
ST1736839	It is a great pleasure work with Karen.
ST1707843	Karen is a real professional
ST1667890	Pam Davis is always extremely helpful and resolves any issues quickly.
ST1644979	Pam was available to help with this problem as soon as I was in the next morning, and worked professionally and efficiently to resolve the problem. Thank you!
ST1711684	Extremely fast response time, thanks so much!
ST1689495	Great Job!!! Thanks
ST1711856	As a new member of the CIT team, I hope I can operate by the standards demonstrated. -Elliott Ware (DNST/Video)
ST1668233	thanks
ST1726192	Once again, Pam you're terrific!
ST1733464	Paul Graves went above and beyond the call of duty to make sure my computer problems are solved

ST1663404	Thanks for the great job.
ST1667501	We are lucky to work with Karen. She is really an expert.
ST1712716	As always - Pam Davis' service was outstanding. Deserving of award, or whatever can be done to reward the outstanding services of a contractor.
ST1651925	Scott was, as usual, totally responsive and willing to this right away. I appreciate his service!
ST1655374	Josephina Vila did an excellent job. Thanks
ST1741502	EJ did a tremendous job on a very tight schedule. He exceeded all of my expectations! Fantastic job. Thanks!
ST1681937	Every time I get the opportunity to work with Pam Davis, it's always an exceptional experience. And this was no less. Pam jumped in and resolved my problems in short order and did so with excellent customer service skills. She's a gem.
ST1752928	Pam does a great job...friendly, courteous and knowledgeable.
ST1665634	Pam was very helpful, as always. I'm a little surprised that the Blackberry software wasn't installed initially as a part of rebuilding my computer.
ST1641278	Keep up the EXCELLENT work!!
ST1647635	Great job done once again!
ST1675516	Excellent and fast service, as usual.
ST1709021	Josey did a great job!
ST1651788	Scott May is an outstanding IT resource for the CIT. We are very fortunate to have him on our staff.
ST1739518	Great job.
ST1641184	Customer service was superb as usual. I have already begun to utilize this service. Thanks to Pam for another excellent completion.
ST1666999	Scott did an excellent job.

ST1703525	Pam you are still the best! -mg
ST1692875	The Customer Survey should be sent as a separate item. It is currently included in TASC mail that begins 'DO NOT REPLY TO THIS EMAIL' and I usually just delete the mail without realizing the survey is included. Thanks.
ST1698719	Keep up the great work!!
ST1747756	Thank you very much for all supports.
ST1695409	Thank you for the good work! I was out for a few days, so I was not aware that my machines were affected, but your technician contacted me upon my arrival to clean my machines.
ST1728937	As usual, my experience with NIH Help Desk support has been outstanding. Josephine Vila was very responsive and professional